

## **Frequently Asked Questions**

### **1. When are claims due?**

The Child and Adult Care Food Program (CACFP), National School Lunch Program (NSLP) and Summer Food Service Program (SFSP) claims are due by the 10<sup>th</sup> of the month following the claim month. If the 10<sup>th</sup> falls on a weekend or holiday, they are due the next workday.

### **2. When are reimbursement checks issued?**

The checks for the Child Nutrition Programs (CNP) are issued no later than the end of the month for valid claims submitted online by the 10<sup>th</sup> of the month.

### **3. Will faxed claims be accepted?**

The Arizona Department of Education (ADE) will no longer accept faxed claims.

### **4. What if I cannot submit my claim because my Internet access is down?**

Submit the claim online as soon as you regain access to the Internet. If you cannot submit your claim by the end of the month, contact the Child Nutrition Program office.

### **5. What is ADE Common Logon?**

ADE Common Logon is the Arizona Department of Education's main security database that is used for all of the department online applications.

### **6. How do I get access to ADE Common Logon?**

The Entity Administrator for your sponsoring organization has authority to request new user accounts in ADE Common Logon. Ask the Entity Administrator to request a user account for you.

### **7. Who is my Entity Administrator?**

Contact your Child Nutrition Programs specialist to find out the name of your Entity Administrator. The Child Nutrition Programs staff will determine if your sponsoring organization already has an Entity Administrator. If there is an Entity Administrator, the staff member will provide you with the Entity Administrator's name.

### **8. What if my sponsoring organization does not have an Entity Administrator assigned?**

If the sponsoring organization does not have an Entity Administrator assigned, the Designated Official from your approved 2001-2004 Food Service Agreement will be assigned.